

Job Title	<i>Event Staff</i>
Reports to	<i>Event Operations Director</i>

Job Profile

Event Staff interface with the Event Operations Director, Patron Services Manager, Technical Director, and third-party renter point persons to execute smooth events. This can range from planning the event all the way through execution of the event and post-event clean up. Event Staff take responsibility for the appearance of The Center during every event.

Event Staff ensure the patron experience is a positive one from the time they enter The Center campus, until they leave. This includes watching out for their safety, and well-being.

Duties and Responsibilities

- Coordinating and being on hand for event set up. This ensures that if unexpected circumstances arise, they can be dealt with in a professional fashion.
- Setting the space for events. Placing tables, checking trash and recycling levels so things aren't overflowing, hanging banners, assisting presenting orgs with anything else they need.
- Working with volunteers at events. This includes troubleshooting ticket scanners, mitigating lines at entries, working to make sure patrons have a safe and enjoyable experience, getting volunteers appropriate material to clean the theater at the end of an event (gloves, trash bags, buckets, etc.).
- Crowd control. The flow of traffic at events is controlled by Event Staff. This includes directing patrons into the theater for show time, working with late seating models, and getting patrons to flow through the space during their time in The Center.
- Working with a run of show. Event Staff are responsible for keeping to the event schedule, interfacing with The Center Box Office, The Technical Director and Organizer in order to progress each event forward.
- Working with outside vendors to ensure event success. This includes caters and other entities.
- Keeping the environment as clean as possible during an event. This includes making sure trash is taken out, cleaning up spills, monitoring bathrooms, etc.
- Returning the space to re-set post events. The Center is home to various residents. Most Center events happen at night. When an event has concluded, the spaces that were in use (lobby, theater, any outdoor spaces, spaces that catering has used, costume shop, loading dock, etc.) need to be left clean so the following morning when residents return on site for work or general public is in the building the space is presentable.
- Other duties as assigned

Qualifications

- High School Graduate or GED Equivalent
- Bachelor's Degree or Higher Education Preferred
- Customer service and hospitality experience
- Excellent people skills with a willingness to collaborate
- TIPS training, Basic First AID
- Knowledge of a working theater a plus

Working Conditions

Applicant must be able to work in high energy environment, have quick problem-solving skills, and be able to perform well under pressure. They should be able to interface with the public in a professional manner. Variable schedule in a facility that is open 355 days annually. Requires work mainly on nights and weekends.

Applicant should be able to lift at least 50 lbs. Applicant should be able to climb multiple flights of stairs and walk multiple city blocks in a day. Applicant should be outgoing, personable, and be willing to go above and beyond on a regular basis. Applicant should be even keeled and be able to work under pressure.